Judith A. Cleaver Specialist Government and External Affairs



805 Central Expressway South, Suite 200 Allen, TX 75031 Phone 972.908.4416 judi.cleaver@ftr.com

May 4, 2018

Ms. Jocelyn Boyd Chief Clerk and Administrator Public Service Commission of South Carolina 101 Executive Center Drive, Suite 100 Columbia, South Carolina 29210

Dear Ms. Boyd:

Attached is a copy of the petition Frontier Communications Corporation filed with the FCC requesting authority to discontinue offering certain Operator Services throughout its territory in the United States effective June 1, 2018. The services include Busy Verification (BV) which allows customers to obtain assistance in determining if a called line is in use (verification) by calling the "0" operator and Busy Interrupt (BI) which allows customers to obtain assistance in interrupting a communication in progress (interrupt) by calling the "0" operator. Frontier seeks to discontinue these services due to a lack of demand. Frontier's FCC filing is set forth in WC Docket No. 18-125 at the following link: https://www.fcc.gov/ecfs/search/filings?proceedings_name=18-125&sort=date_disseminated,DESC

Later this month Frontier of the Carolinas LLC will file tariffs to remove Busy Verification and Busy Interrupt services from its existing South Carolina local tariffs dated to become effective June 1, 2018.

If you have any questions, please contact me at 972-908-4416.

Sincerely,

Judi Cleaver

Enclosures

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MAY 0 4 2018

PSC SC MAIL / DMS

Before the FEDERAL COMMUNICATIONS COMMISSION Washington, D.C. 20554

In the Matter of)
Section 63.71 Application of)
Frontier Communications Corp.)
For Authority to Discontinue Busy Verification and)
Busy Interrupt Services	ĺ

Section 63.71 APPLICATION

Pursuant to Section 214 of the Communications Act and Section 63.71 of the Federal Communications Commission's (Commission) rules, 47 C.F.R. § 63.71, Frontier Communications Corp. (Frontier) applies for authority to discontinue offering certain Operator Services throughout its territory in the United States.

As required by section 63.71(a) and (c) of the Commission's rules, Frontier provides the following information:

1. Name and Address of Carrier (47 C.F.R. §§ 63.71(a)(1), (c)(2)):

Frontier Communications Corporation P. O. Box 5166
Tampa, FL 33675

2. Date of Planned Discontinuance of Service (47 C.F.R. §§ 63.71(a)(2), (c)(2)):

Frontier plans to discontinue this service to its wholesale and retail customers as of June 1, 2018.

- 3. Brief Description of the Type of Services Affected: (47 C.F.R. §§ 63.71(a)(3), (c)(2)):
 - Busy Verification (BV): The BV features allow customers to obtain assistance in determining if a called line is in use (verification) by calling the "0" operator;

• Busy Interrupt (BI): The BI features allow customers to obtain assistance in interrupting a communication in progress (interrupt) by calling the "0" operator.

Frontier seeks to discontinue these services due to a lack of demand.

4. Brief Description of the Dates and Methods of Notice to all Affected Customers (47 C.F.R. §§ 63.71(c)(3)):

Frontier provided notification to both its wholesale and retail customers of its plans to discontinue these services. For its wholesale customers, Frontier provided notice via its carrier communication website and via email as is customary for wholesale network changes. This notification is attached as Appendix A and is also available at https://bit.ly/2uBh33S. For Frontier's retail customers, Frontier ran a bill message nationwide announcing its plans to discontinue the services. The federal notice ran from March 20, 2018 to April 19, 2018 in English and in Spanish where the account indicates such a preference. Frontier routinely uses bill messages to announce important changes to its customers. A sample bill message is attached as Appendix B.

Frontier is sending copies of this application via first class U.S. mail to the public utilities commissions and governors of the affected states, Tribal Nations, and also to the Special Assistant for Telecommunications to the Secretary of Defense as required by Section 63.71(a) of the Commission's rules.

5. Regulatory Classification of Carrier (47 C.F.R. §§ 63.71(c)(4)):

Frontier is non-dominant in the provision of switched access services per the FCC's 2016 decision. Both Busy Verification and Busy Interrupt are part of Frontier's switched access service offerings, so Frontier is considered non-dominant for both products.

Conclusion

The public convenience and necessity will not be adversely affected by the discontinuance of these services because the majority of the market has already replaced these services with other communications services and/or applications, as evidenced by the lack of demand. Frontier respectfully requests that the Commission approve its Section 63.71 Application to discontinue the services discussed herein.

Respectfully submitted,

s/ AJ Burton

AJ Burton FRONTIER COMMUNICATIONS 1800 M St. NW, Suite 850S Washington, D.C. 20036 (202) 223-6807

April 19, 2018

¹ Technology Transitions et al., Declaratory Ruling, Second Report and Order, and Order on Reconsideration, 31 FCC Red 8283, 8286, para. 8 (2016).

Appendix A: Wholesale Notification



Date of Bulletin:

April 2, 2018

Notice #:

CCBFTR01506

Audience:

Carrier, IXC, Wireless, CLEC, Reseller, ISP

Subject:

Busy Verification (BV) and Busy Interrupt (BI) Discontinued

Date Effective:

June 1, 2018

Frontier Communications is providing notification of its plan to discontinue operator service features Busy Verification (BV) and Busy Interrupt (BI). The BV and BI features allow customers to obtain assistance in determining if a called line is in use (verification) or in interrupting a communication in progress (interrupt) by calling the "0" operator.

New technologies, new products and services, and changing customer demand have rendered BV and BI features unreliable and obsolete. BV and BI do not work on fax or data lines, wireless, VoIP, and in some cases, ported numbers.

Frontier plans to discontinue BV and BI features effective June 1, 2018, or as soon after that date as the FCC authorizes this discontinuance. Once the BV and BI features are discontinued, these features will no longer be available to the ILECs, CLECs and IXCs that utilize Frontier's trunking services enabling BV/BI.

Please note that this discontinuance is for the BV and BI features only and does not include all operator services.

Frontier will discontinue these services throughout its geographic services areas throughout the United States.

The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the \$63.71 Application of Frontier Communications. Comments should include specific information about the impact of this proposed discontinuance (or reduction or

Appendix A: Wholesale Notification

impairment) upon you or your company, including any inability to acquire reasonable substitute service.

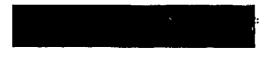
If you have questions regarding the information provided in this notice, please contact your Frontier Account Manager or Frontier Communications, P. O. Box 5166, Tampa, FL 33675.

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Billing Date New Charges Due Date Previous Balance Payments Received Thru 3/20/18 Balance Forward **New Charges**

TOTAL AMOUNT DUE

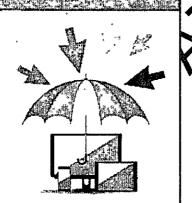


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To Pay Your Bill

- Online: Frontier.com 🔀 Pay by Mail
- MyFrontier App
- 1.800.801.6652

- Pay in Person: Frontier.com/walkinpay for locations

To Contact Us

- Chat: Frontier.com
- Online: Frontier.com/helpcenter
- 🖎 1.800.921.8101
- For the hearing impaired TTY: 1.877.462.6606

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P.O. Box 5157, Tampa, FL 33675

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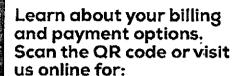


Amount Enclosed

To change your billing address, call 1-800-921-8101

FRONTIER P.O. Box 740407 CINCINNATI OH 45274-0407 րմ[երսիլո]իլիկիիլիդիչիիսիլիդիկիլիդիկիլի





- Informational billing videos
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Pay online, by phone, by mail or at any Authorized Payment Location, Paying by check authorizes Frontier to make a one-time electronic funds transfer from your account, as early as the day your chieck is received. Visit Frontier, com to set up recurring electronic payments to streamline bill payment.

ALANCES LATE PAYMENTS, RETURNED CHECK FEES and PAST DUE

You are responsible for all legitimate, undisputed charges on your bill. If you pay your bill after the due date, you may be charged a fee (including a Treatment Charge if you adopunt has been delinquent for 3 consecutive months and your past due balance is greater than \$99), your service may be interrupted and you may have to pay a reconnection charge to restore service. A fee may be charged for a check that is returned by the bank for any reason. Continued nonpayment of undisputed charges (incl. 900 and long distance charges) may result in collection action and a referral to credit reporting agencies, which may affect your credit rating. When making an opline payment, please allow time for the transfer of funds. If the funds are not received by Frontier by the due date, a fee may be assessed.

IMPORTANT CONSUMER MESSAGES

You must pay all basic local service charges to avoid basic local service disconnection. Failure to pay other charges will not cause disconnection of your basic service but this may cause other services to be terminated. Frontier Bundles may include charges for both basic and other services.

Frontier periodically audits its bills to ensure accuracy which may result in a retroactive or future billing adjustment.

SERVICE TERMS

Visit Frontier.com/tetms, Frontier.com/tariffs or call Customer Service for information on applicable tariffs, price lists and other important Terms, Conditions and Policies ("Terms") related to your Frontier services - voice, internet and/or video - including limitations of liability, and early termination fees and the effective date of and billing for the termination of service(s). Frontier's Terms, include a binding arbitration provision to resolve customer disputes (Frontier.com/terms/arbitration). Subscribers to Frontier's TV and Internet services are billed one full month in advance. If you cancel your TV and/or Internet service subscription, termination of your service subscription(s) and any early termination fees will be effective on the last day of your Frontier billing cycle. TV and/or Internet services will remain available to you through the end of the subscription period for which you have been billed. No partial month credits or refunds will be provided for previously billed service subscriptions. We encourage you to review the Terms as they contain important information about your rights and obligations, and ours. By using or paying for Frontier services, you are agreeing to these Terms and that disputes will be resolved by individual arbitration. Hard of Hearing, Deaf, Blind, Vision and /or Mobility Impaired customers may call 1-877-462-6606 to reach a consultant trained to support their communication needs.



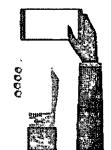




Raise Your Hand If your household needs more Internet speed

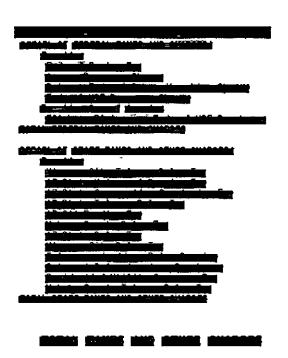
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Service speed is not guaranteed and will depend on many factors.











*Includes Basic Ch

IMPORTANT CUSTOMER INFORMATION

If your bill reflects that you owe a Balance Forward, you must make a payment immediately in order to avoid collection activities. You must pay a minimum of \$87.99 by your due date to avoid disconnection of your local service. All other charges should be paid by your due date to keep your account current.

About Your Account...

Frontier periodically reviews gustomer accounts for pricing consistency. As a result of a locent review, beginning March 1, 2018, your monthly rate may increase. Questions? Please contact customer service.

Operator Services Discontinuation Information...
Pending federal and state agulatory approval where applicable, Frontiel Communications will discontinue operator service seatures Busy Verification (BV) and Busy Interrupt (BI) elective June 1, 2018. These services will be discontinued thioughout Frontier's service territory Blease note that this discontinuance is for the Byand BI features only and does not include all operator

FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 63.71 Application of Frontier Communications. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service. You may also contact us in writing at Frontier Communications, P. O. Box 5166, Tampa, FL 33675.

